

Citizens Advice Wakefield District

Newsletter

October 2018

Universal Credit Delivering end to end claims support



On Monday 1st October the Secretary of State for Work and Pensions announced that her department will fund Citizens Advice England and Wales, alongside Citizens Advice Scotland, to deliver a comprehensive support service helping people to make a Universal Credit claim.



- ⇒ Citizens Advice has helped nearly 150,000 people in England and Wales with Universal Credit issues since the Universal Credit roll out began
- ⇒ Universal Credit is our fastest growing advice issue and the evidence collected by our network shows us people need more practical support to make and manage their Universal Credit claim
- ⇒ Following a government review of Universal Support the DWP has asked us to deliver an end-to-end claims support service delivering nationally consistent and high quality advice for first time claimants
- ⇒ Our new claims support service will be available in England, Wales and Scotland from April 2019—online, over the phone and in person through our network of local Citizens Advice, Citizens Advice Scotland will deliver the service there
- ⇒ The service will guide people through the claims process—offering tailored support to help them use the flexibilities available in Universal Credit, helping them to get their first payment on time and making sure they're ready to manage it when it arrives
- ⇒ This new claims support service will be in addition to our normal advice services. Every year we support thousands of people with problems ranging from benefits to unmanageable debt, faulty products or discrimination at work. It's vital that we maintain these services so that we can be here for our clients when and how they need us
- ⇒ We know that local authorities play a crucial role in communities and will continue to play a fundamental part in supporting the delivery of Universal Credit
- ⇒ We want to continue to work closely with local authorities across the country to build on the foundations they've laid and deliver services in a way that makes sense for people in our communities
- ⇒ 7.2 million households will receive Universal Credit by 2023 and so it's vital that we deliver a high quality service at pace to ensure support is available to everyone who needs it

Full service of Universal Credit is being rolled out in Wakefield District on the 28th November 2018

